

Edition 18

Jan & Feb 2023

The magazine for Gatwick Diamond Business members

Meet your host for the GDBA 2023

Kerry Godliman

ILG: Where Diversity
Delivers Growth

A faster return on
investment for
renewable projects

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GDBA
2023



CELEBRATING BUSINESS EXCELLENCE

The Gatwick Diamond Business Awards - 23rd March 2023

BOOK YOUR SEATS NOW!

The 2023 winners of the prestigious Gatwick Diamond Business Awards will be announced on the 23rd March, in the Empress Suite of The Grand Hotel, Brighton. Join us for a pre-dinner drinks reception, before taking your seat for a sumptuous three course dinner and wine, with our celebrity host, Kerry Godliman.

Both an incredibly talented comedian and a phenomenal actor, Kerry is best known for her appearances on BBC's Mock the Week, Live at The Apollo, Jack Dee's Referendum HelpDesk, BBC's Celebrity Pointless and Channel 4's 8 Out Of 10 Cats Comedy Gala. Kerry is also a regular on BBC Radio 4 with appearances on the esteemed The News Quiz, The Now Show and Just a Minute as well as her own series, Kerry's List.

Kerry's acting talents have seen her receive critical acclaim for her role as Hannah in Ricky Gervais' hit series Derek for Channel 4, ITV1's Bad Move where she plays Nicky, as well as starring in the Netflix feature film Mascots and Sky's Carter's Get Rich. She has also starred in Crackanory, Him and Her, Miranda, Getting On, Extras, Home Time, Our Girl and Channel 4's Spoons.


Kerry is currently back on the road touring her hit show Stick Or Twist all over the UK, as well as starring in Sky Atlantic's critically acclaimed new drama Save Me, which aired this March. Kerry's charming, straight-talking quick wit, make her perfect for hosting the Gatwick Diamond Business Awards.

This Black-Tie event will once again see the very best of the Gatwick Diamond Business community come together to celebrate the achievements of World-Class businesses in this World Class region. Now in their 15th year, the Awards are a well-established highlight of the business calendar. They celebrate the achievements of individual businesses and business people across a wide range of categories. Importantly, they also showcase the success of the Gatwick Diamond economic area as a major driver of the regional and national economies.



- 18:00** Evening starts with the Pre-Dinner Reception
- 18:45** Take your seats for Dinner
- 21:30** Kerry Godliman
- 21:45** Presentation of the Gatwick Diamond Business Awards
- 23:00** After-Show Celebration and photographs
- 01:00** Carriages

For more information and to download the booking form, visit:
WWW.GATWICKDIAMONDBUSINESSAWARDS.COM

 [@gdbizawards](https://twitter.com/gdbizawards)

Welcome!

On behalf of the gdb Team, I'd like to wish you all a very happy New Year and offer a warm welcome to your first edition of Diamond for 2023!

I always think January provides a great opportunity for a bit of a shake-up and a fresh start (following the usual overindulgence in the food and wine department over Christmas!). What better way to boost this positive start to the year than to attend the gdb Re-Energise Conference which takes place at the beautiful Stanhill Court Hotel on 19th January. I hope you will be able to join us and the inspiring speakers we have lined up. My thanks to our sponsors; Elekta Ltd, Harwoods Jaguar Land Rover (Crawley), London Mozart Players, Thakeham Group & Who Dares Gyms (more information can be found on page 41).

This edition's Member Spotlight on page 4 focuses on Matthew Tyson. Managing Director at Chartered Accountants RPD, Matthew has been involved with gdb for almost 16 years and, as well as being a huge support in his role on the gdb Executive Council, he is also the current Treasurer for our organisation and is a standout, much valued member of our business community.

On page 11 we have the exciting news of the launch of The Create Building, the new home of Crawley Borough Council in the heart of the Crawley town centre's Regeneration Quarter. We are delighted Crawley Borough Council will be hosting



Sally Brown

our February 2023 Members Meeting, so book your place and come and have a look for yourself.

January also serves as the main judging period for the Gatwick Diamond Business Awards, now in their 15th year. Entries once again hit a bumper high, in both quantity and in quality, leaving our Category Judges with their work cut out, trying to choose the best of the best! Returning to the opulent surroundings of the Grand Hotel, Brighton on 23rd March, and hosted by our front cover celebrity, Kerry Godliman, we fully expect the Awards Dinner and ceremony to sell-out, so I urge you to book your seats for this much anticipated evening of celebration as soon as possible, to avoid disappointment. As ever, a special thanks to all of our sponsors and delivery partners who make this high profile and prestigious Awards programme possible,

and in particular thanks to this year's Headline Sponsors, Gatwick Airport Ltd and Elekta Ltd.

Our thanks to Wildwood for their sponsorship of this edition of Diamond and, as always, to Creative Pod for the design and to all of you who have contributed your news, inspiring stories and advice.

With Team members now in place and new roles defined, the gdb Team are really looking forward to supporting you with your business goals and ambitions and making 2023 a successful year. Please get in touch if there is anything we can do to help you make the very best of your gdb Membership.

Sally Brown
General Manager

Follow @gdbmembership for the
best networking in the diamond

MEMBER SPOTLIGHT



Name: Matthew Tyson

Business name: Richard Place Dobson

Member since: August 2007

Description: Chartered Accountants, Business and Tax Advisors

**"The more you put yourself out there,
the more you'll get back"**

1. What appealed to you about joining gdb?

The chance to get to know other businesses in the surrounding community. As a firm we didn't do much in terms of putting ourselves out in the business community, and to be honest it was a bit nervy! I'd been told that gdb was a good way of getting to know others in the business community, so I bit the bullet – and well over 10 years on we don't regret it!

2. What was the thing that surprised you about gdb?

How friendly it is! It wasn't a rush to see how many business cards you could give out, or how many you would get bombarded with. It was about people, just like me, trying to get to know other people. We all wanted to see if there were ways we could help each other, directly or indirectly. You didn't feel under pressure that you had to achieve something there and then.

3. What's the biggest single thing you've got from being a member of gdb?

Getting to know lots of people and businesses that I can turn to when I (or normally a client of ours) needs something. That helps solve problems for our clients which in turn makes clients even happier with us!

You don't even have to know all the members – you just ask the gdb team "Is there somebody in the membership that can do...". Trust me it works, and in all the years I haven't been let down once!

4. What difference has being a member of gdb made to your business?

It's helped us to get to know many more people, and many more people to know us. As a result, it's helped us to grow.

5. gdb puts on lots of different types of events - what's your favourite?

The main member meetings. These can be a little daunting, especially if you are new – so many people and where do you start? But once you realise you are

only going to meet a few at any single meeting, it's easier. But commit to going regularly and you'll quickly build your connections. What better way to spend a Friday than surrounded by loads of nice people with the same goals at the event as yourself!

6. What's different about gdb compared to other networking you do?

More relaxed, more friendly and less clique.

7. What's your top tip for getting the most out of networking?

Commit to going regularly. And don't be afraid to do the odd 'paid for' event. The attendance numbers will be smaller, and you get to have much closer contact with the people that are there.

8. Besides the events, what else do you get out of your gdb membership?

A strong element of community spirit.

www.placedobson.co.uk

Unlock a world of business opportunities with Gatwick Diamond Business

For more information email mandi@gatwickdiamondbusiness.com

A faster return on investment for renewable projects

As the threat of climate change becomes a pressing issue for many businesses, more and more companies are considering how they can become energy efficient.

Yet, the exponential increase in wholesale energy prices has meant that saving money is also high on the agenda. Faced with an unprecedented period of market volatility, adopting a more renewable business model while mitigating costs has never been more important.

The good news is that a choice doesn't have to be made between the global energy crisis or the climate crisis; businesses can tackle both simultaneously.



Faster return on investment

Renewable technology (the production of energy from natural resources such as wind, solar, hydro, tidal, geothermal and biomass) undoubtedly requires significant investment. However, two contributing factors have greatly reduced the timescales of return on investment (ROI), making renewable investment a highly attractive proposition.

A year ago, the investment in infrastructure required meant that the ROI was likely to have taken several years. Fast forward to today and we see that energy prices have risen to such a degree, that the ROI on renewables has shortened dramatically.

Additionally, renewable energy is becoming increasingly economical due to falling costs of solar panels, wind turbines, and batteries for energy storage. As such, the time required to recoup initial investment is now significantly reduced. In the current period of price volatility, renewables have also shown greater resilience and more security than fossil fuel generation.

Government support for renewables

The use of renewables has received increased fiscal support from the government in recent years. Solar PV, battery and electric vehicle expenditure is now growing at rates consistent with reaching global net zero emissions by 2050.

On 11th August this year, a consultation was launched to support biomass technology with associated carbon capture, as a means to producing home-grown energy with negative emissions. The Government also commissioned the plant at Sizewell C in November 2022, which is expected to provide 'reliable, low-carbon, power to the equivalent of 6 million homes for over 50 years.'

According to former Business Secretary Kwasi Kwarteng, "The more clean power we generate within the UK, the less exposed we'll all be to volatile gas markets that are pushing up bills."

The future is renewable

The threat of climate change is not something we can ignore. Often described as one of the greatest challenges we face, the impact could be catastrophic and irreversible if action is not taken now.

While the technology and infrastructure set up costs are high, the reduced cost of renewable energy and shortened ROI make it a more attractive investment opportunity, paving the way towards a cleaner and more secure energy future.

A silver lining to the energy crisis

The current energy situation has been a catalyst for increased business action toward renewable energy. In addition to accelerating return on investment, increasing uptake of renewable projects will improve the UK's energy autonomy and could lead to lower prices. It will also help the sector become more resistant to future price shocks.

Green energy eBook

We have developed an eBook as a simple, comprehensive guide to help you understand how green energy could financially benefit your business.

The eBook is free to download. Sign up for your copy by visiting cec.uk.com/information-hub/green-energy-ebook.

www.cec.uk.com

ISO 9001:2015 accreditation awarded to Burgess Hill based Customer Contact Service provider, BDM Talk Ltd.

BDM Talk Ltd announces achievement in obtaining ISO 9001:2015 accreditation with QMS International.

ISO 9001 is the world's most recognised Quality Management System (QMS) standard. The ISO 9001:2015 accreditation ensures that BDM Talk Ltd continually monitors, manages and improves the quality of their services.

The framework ensures BDM Talk consistently meets their customer's expectations and regulatory requirements whilst providing their clients with their customer centric business outsourcing service. The ISO

accreditation means all clients can have increased confidence in BDM Talk Ltd and the customer contact services they provide.

BDM Talk's CEO, Mike Surridge, said: "We are really proud of the hard work our team have put in to achieve the ISO 9001:2015 accreditation. It highlights our commitment to providing a customer centric service. This accreditation also reflects our mission to shape the changing world of customer contact".

For further information on BDM talk, please visit www.bdm-talk.co.uk



Wendy Burgess

Bluelite Group Wins Prestigious Made in the South East Award



Lorraine Avery

The Bluelite Group has been rewarded for all their recent work in making their operations more eco-friendly by winning the Sustainable/Ethical Manufacturer category of the Made in the South East Awards 2022.

The award recognises a business that has demonstrated the greatest commitment, through its products and processes, to forging a sustainable future for their company and region.

Bluelite is based in Burgess Hill, West Sussex, and has been at the forefront of vehicle livery design and application for more than 30 years and

places sustainability at the core of its operations.

Bluelite's Managing Director, Lorraine Avery is delighted with the award win after encouraging everyone at the company to keep environmental impact at the heart of the work they carry out on a daily basis, as she explains:

"We have been working hard in partnership with our employees, suppliers and customers, to minimise our carbon footprint and reduce our environmental impact, so we are delighted that all our efforts have been rewarded.

"We're also very pleased to see that our core markets of publicly funded emergency services fleets are increasingly focused on supply chains contributing to sustainability goals.

"Bluelite is accredited to ISO 14001 for environmental management and we use independent assessors to chart our progress on our sustainability journey; we constantly challenge ourselves to do better."

In recent years, Bluelite has introduced a number of measures to reduce its environmental impact, including investing in renewable energy generation (solar panels) to reduce its carbon emissions, along with the use of low solvent inks, LED lighting and adoption of electric vehicle service support.

As a result of this win, Bluelite will now go forward to the Insider Made in the UK Awards 2023 to be held in Liverpool in June 2023, which brings together the winners from all of Insider Media's regional 'Made In.....Awards'.

www.bluelitegraphics.com

Sustainability 2022

As component shortages continue to hinder the world's manufacturing industry, here at Commtel, our recycling initiative is reaping greater rewards than we first hoped for.

Amongst several green initiatives that we have implemented and planned for over the years, the recycling of older or damaged products is one of our most beneficial.

In brief, we are recycling valuable components and metalwork, which have a limitless or much higher life expectancy. This enables continual support, where in some cases, the lack of supply is a risk to our product build entirely.

The reuse value has grown dramatically in the last two years. Many components

on a single circuit board have far greater life expectancy than others. Our upgrade paths also introduce new features and improved functionality.

The concept of making or gaining extended life for Commtel products through upgrades and recycling components, rather than bowing to the 'throw away' culture, reduces waste and

creates better value all around. In doing this, we are also helping to protect those vulnerable components, ensuring the further longevity and development of our products. All without compromise to warranty, customer support and our first-class service commitment.

commtel-uk.com



Hybrid Working: new management skills

Hybrid Working

Hybrid working has been a key outcome of the pandemic. It refers to working away from the workplace 2 or 3 days a week, and it doesn't seem to be going away any time soon.

But how does this affect managers?



Ian Mercer

Well, some have been suggesting that hybrid working needs a new set of management skills, possibly "the greatest shift in management and leadership in 200 years" (Jo Owen, "Smart Work", 2021: p10).

This shouldn't be too surprising as the manager is now having to balance a multitude of competing pressures.

Competing pressures for managers

- Many staff have flourished when working from home, whereas for others it's far from ideal
- The reduction in social contact can be a problem, but many have relished the lack of interruption while working remotely
- Some jobs can only be done at the workplace, but do staff see that as fair?
- Collaboration can be compromised by remote working
- Company culture – how does the manager stay connected to behaviours that are happening out of sight?
- There is a risk of remote workers being overlooked for promotions and being

out of the loop in decision-making

- There are cost savings of not commuting to work, but why should only remote workers benefit?
- Some organizations have chosen to save money by consolidating office space, but this can have a disproportionate effect on some staff commutes
- Is remote working a perk, or is it a requirement? Which is fair?

Trust and communication

Hybrid working also relies heavily on two critical factors: managers having trust in their staff, and being sophisticated in their communication.

Executive Coaching

So, do you feel prepared for these new management skills? If not, Executive Coaching is a powerful, personalised management development tool that might just help.

www.merceric.co.uk
ian@merceric.co.uk

Net zero: a must-have for business

With the climate emergency escalating, embracing sustainability is fast becoming a must-have for businesses. Aside from the environmental benefits, the business case is as loud as ever.

Look at where investors are placing their bets. According to Bloomberg UK, assets in ESG (environmental, social, and governance) investments are set to hit \$50 trillion by 2025, from a current level of \$35 trillion – an increase of over 40%.

Cutting carbon emissions and getting to net zero is a key component of the transition. Net zero means balancing the greenhouse gases (GHGs) put into the atmosphere with those taken out.

But as a business, where do you start?

assets in ESG (environmental, social, and governance) investments are set to hit \$50 trillion by 2025

Work out your footprint

Your first step is to measure your current carbon footprint. A carbon footprint is measured in categories called “scopes”. Scope 1 covers GHG emissions that your company makes directly, such as burning gas for heating. Scope 2 covers emissions made by services you purchase, such as electricity through the grid. Scope 3 covers emissions created in your supply chain.

Online carbon calculators can do the often complex calculations for you.

Make a plan and start with the easy wins

When you know your footprint, you can plan how you’re going to reduce it. Set yourself specific targets. Scope 3 emissions are the hardest to tackle, so focus on Scope 1 and 2 at first. You should be able to score some quick wins, and create space to focus solely on Scope 3 later. Scope 3 emissions are important as they’re typically the biggest contributor to an organisation’s carbon footprint.

The SBTi (The Science Based Targets Initiative) have

launched a Net-Zero Standard, showing what a credible net zero target looks like. Measuring your progress along the way will keep you on track and give you direction.

Engage your people

It’s important to get your staff onboard. Employees will help drive the change. Share your targets and progress with your team to help motivate them.

It’s also important to celebrate any success you experience on the way. Share your journey with your customers and show off the incredible work you’re doing with a sustainability page on your website.

Offsetting

It probably won’t be possible to eliminate all of your GHG emissions. Once you’ve improved everything you can, you can choose to offset your remaining emissions. Offset can include funding projects that help absorb carbon dioxide from the atmosphere, such as mangrove plantations.

Get the support you need

Net zero is as much an opportunity as a challenge. Embrace it early and you’ll future-proof your business. Ignore it and you risk irrelevance.

There’s a wide variety of support out there. The University of Brighton is the lead delivery hub of Clean Growth UK, which offers SMEs support to decarbonize and develop low carbon innovations. Clean Growth UK offers a free net zero accelerator service called Net Zero 360, with workshops, a carbon calculator, and the opportunity to work with a university on innovation projects to reduce your footprint.

Find out more at www.clean-growth.uk



Life-long learning at East Surrey College

It's never too late to learn something new, and there are many proven benefits to life-long learning, including:

- Upskilling to progress and succeed in your current career
- Learning valuable new skills for a change in career direction
- Helping you stay connected and fulfilled
- Keeping your brain active and healthy

East Surrey College is committed to providing learning opportunities for

people at all stages of life and levels of study.

Each year, we launch a new range of part-time courses designed for adults aged 19+ looking to improve their career prospects, learn a new skill or enrich their social lives.

A choice of daytime, evening, online and short courses offers the flexibility to fit learning around existing family, work or study commitments.

From learning a new creative hobby

or language, to acquiring a career-enhancing qualification, there is something for everyone across a wide range of interests and professional sectors.

In addition, the College has recently launched Multiply, a range of free numeracy courses designed to help adults boost their maths skills and build confidence in using numbers at work or in everyday life.

Our Maths team works alongside individuals and employers to create bespoke courses to aid those who want to improve their numeracy skills.

Benefits to individuals may include new job opportunities opening up, managing money better or helping children with homework. For employers, developing numeracy skills can boost productivity, increase profits and improve employee retention.

To find out more, visit the part-time courses section at www.esc.ac.uk, or book on to one of our Open Days on 22 February or 10 June 2023 at www.esc.ac.uk/events.



Part-time

Courses for Adults (19+) 2022-23



QUALIFICATIONS >>

SKILLS FOR WORK >>

LEISURE LEARNING >>

Are you getting the most out of your Microsoft 365 Investment?

How 'Cloud' is your business? Most businesses have already invested in a Microsoft 365 subscription, yet aren't maximising their usage of the software suite. In an eBook recently released by Extech Cloud, businesses can learn about the productivity, communication & collaboration, and security features within Microsoft 365, that can help them optimise their investment.

A Microsoft 365 subscription contains all the necessary elements for effective remote and hybrid work according to Andrew Hookway Managing Director, Extech Cloud.

"It is one of the most powerful software suites available for the price, and effective use of the solutions can enable businesses to become more

successful," he says. "They simply need effective adoption strategies and a trusted IT provider with expertise in the full breadth of the Microsoft 365 ecosystem, to help them realise the value."

As explained in the eBook, working with a trusted IT provider and Cloud specialist can help businesses maximise their Microsoft 365 investment through smarter use of the existing licensing costs. This includes making the most of the security features available to protect businesses from the ever-increasing cyber risk. It assists with proving lifetime value and increases ROI.

Extech Cloud offers a variety of services to help businesses use Microsoft 365 effectively, whilst improving their

security posture, and achieving their business goals. [Download](#) the eBook from the Extech Cloud website. Visit www.extechcloud.com or contact info@extech.co.uk for more information.



Obtaining parental responsibility as same-sex female couple

What is parental responsibility ("PR")?

PR is defined as 'all the rights, duties, powers, responsibilities and authority which by law a parent of a child has in relation to the child and his property'. Those with PR should be involved in all decisions regarding a child's life.

PR is automatically granted to the mother that gives birth to the child. However, unmarried fathers and same-sex couples not married/or in a civil partnership do not automatically have PR. If your same-sex partner has given birth to a child that was conceived when you and your partner were married or in a civil partnership with each other, whether you are a legal parent or have PR will depend on the circumstances around conception.

If your civil partner or wife:

- conceived a child after 6 April 2009 via sperm donation in a licensed clinic (and

the necessary paperwork is signed and in place through the clinic), you will be the child's legal parent and have PR.

- conceived a child after 6 April 2009 via a known sperm donor outside of a licensed UK clinic by way of artificial insemination, you will be the legal parent and have PR.

- conceived a child after 6 April 2009 using a known sperm via sexual intercourse you will not be a legal parent to the child (the genetic father will be) and you will not have PR.

Obtaining PR

If you don't have PR under the current legal framework, steps you might take to obtain can include:

- A Step Parental Responsibility Agreement
- A Parental Responsibility Court Order
- A 'live with' Child Arrangements Court Order

- An Adoption Order

When considering starting a family as a same-sex couple, it is vital you consider obtaining legal advice specific to your circumstances.

www.familylawpartners.co.uk/what-we-do/modern-families



Mimi Hadley

A Shredding Success!



In October, local East Grinstead based family firm S4B Group hosted their first FREE Community Shredding event. This event was for members of the public and businesses alike to come along, ditch old paperwork (such as old files, bills, bank statements and so on) cardboard boxes and old IT which S4B shred on-site at their premises in East Grinstead.

This was the first event of its kind; the secure document and IT shredding services that S4B provide are normally a paid for service but, given the current climate S4B wanted to give local residents and businesses the opportunity to use their services free of charge, and the chance to find out more about what they can do for residents and local businesses alike.

Over the course of the day over 120 people turned up to have their items securely shredded. Nearly 3 tons of paper and cardboard was taken in, as well as

200 kg of IT shredded and recycled. In recycling terms this equates to a saving of 89,100 litres of water, 10,395 KW of electricity, 3 tonnes of Co2 and 51 trees. So, not only have the visitors had their documents and IT securely shredded, but they have also helped to do their bit towards saving the environment, so a win-win situation!

At present another 'community shredding' date has yet to be announced, but if you would like any more information about secure paperwork or IT shredding services, or indeed if you are looking for an archive storage solution then please contact the team at admin@s4b-group.co.uk

You can visit S4B Group website to find out more about the business and the services they offer check out www.s4b-group.co.uk

The Create Building, Crawley launched as “The finest building between London and Brighton”

Agents and stakeholders were welcomed at Crawley's latest and only town centre office development, The Create building for its December launch.

The Create Building development is home to approx. 14,000 sqft on each floor, has a target for BREEAM Excellent rating and EPC of high B. Grade A specifications include metal ceiling tiles, raised access floors, fan coil air conditioning, four 17-person lifts and secure parking.

Offering flexibility of sizes from 7,000 sq ft to 77,000 sq ft, Adam Godfrey, Senior Partner, SHW described The Create Building as a “best in class” workspace.

In the centre of the Gatwick Diamond, The Create Building is in the heart of the town centre's Regeneration Quarter, offering access to the green space of Memorial Gardens. Mr Godfrey remarks that “a great building really is connected” and The Create Building is no exception: “The building is within 500 metres of 16

cafés, one gym, a fantastic park and a mainline railway station that has been extensively remodelled.

“We have four trains an hour to London taking just 40 minutes, a nine-minute train to Gatwick Airport and we're only two roundabouts away from junction 8, which gives access to Brighton, the south coast and the M25 of the national motorway network”.

Natalie Brahma-Pearl, Crawley Borough Council, said: “We have a £72m growth programme which you can see elements of as you walk around town”. On the building's credentials, she added: the “look and feel of the environment in which people work in is fundamental to their productivity and wellbeing” and that the message agents should take away is that this building will help prospective tenants to “attract the right staff” thanks to “good quality workspace and environment”.



property.shw.co.uk/property/details/18539/The-Create-Building-The-Boulevard-Crawley-RH10-1UZ-Office-

FASTSIGNS shining star



FASTSIGNS Crawley have been celebrating as their very own Isobel Martin took home the Rising Star of the Year Award for 2022 at this year's FASTSIGNS UK Convention, held at The

Marriott Hotel in Leicester.

Having worked at the centre for 3-years, Isobel has been instrumental in delivering one of its most impactful projects to date with client, Signia Hearing, a fellow Manor Royal based company. The work also earned FASTSIGNS its runner up prize in the Project of the Year category at the Convention.

Melanie Martinez, owner at FASTSIGNS Crawley, said of the success:

“We're overjoyed that Isobel has been recognised for her achievement by winning the Rising Star Award - an accolade we feel she is extremely deserving of.

Her work over the last 3-years has led to many successes and I'm pleased to see that the vision and ingenuity she

showed for the Signia Hearing project has also been appreciated, earning its place as one of the Project of the Year finalists.

With Isobel's knowledge Signia Hearing were reassured that their early vision would be fulfilled. Pushing boundaries of her own and the client's imagination, she really brought this project to life which is what FASTSIGNS is all about.

Isobel is one of a kind and we feel blessed to have her in our team. She has a unique way with people and her clients adore her. We are excited to see what she goes on to do next within the business and looking forward to seeing what the next 12-months bring for FASTSIGNS Crawley.”

For more information about FASTSIGNS please visit www.fastsigns.com

ILG: Where Diversity Delivers Growth

ILG is at the forefront of the growth in e-commerce. Founded in 1990, this Sussex-based company has become a leader in order fulfilment services, with 500 staff, 350 customers, and over 500,000 sq ft of warehouse space, mostly in facilities across the Gatwick, Crawley, East Grinstead, Egham and Burgess Hill areas.

A specialist in fulfilment and delivery services for high-end beauty, fashion and well-being brands, ILG recently expanded into mainland Europe by opening facilities in Poland. Despite the current economic downturn, ILG order volumes continue to climb. In November 2022 it processed over 720,000 online orders, a rise of 28% compared to the same period in 2021.

Diverse People Power

Whilst the switch to online shopping has accelerated demand over the last five years, much of ILG's rapid growth has been fuelled by its sustained investment in people and technology. As a service-oriented business, ILG takes a people-first approach, with a strategic commitment to recruiting and retaining a well-trained and highly motivated workforce. 'People' is one of the company's five brand values and diversity sits at the heart of ILG's business culture.

'ILG is committed to creating an inclusive, equal and diverse workplace, breaking bias and celebrating people who are often under-represented in the workplace,' said **Kelly Kennard, ILG HR Manager**

Often, the UK logistics and warehouse sector is stereotypically depicted as male-dominated, and with good reason. Nationwide statistics show that female workers represent just 22% of the sector's UK nationwide workforce, but in contrast 41% of ILG employees are female. ILG staff are a broad mix of ages and nationalities too, with people employed from 16 to 70 years old, and over 40% of staff having non-British origin.



'ILG is committed to creating an inclusive, equal and diverse workplace, breaking bias and celebrating people who are often under-represented in the workplace.'

Aldingbourne WorkAid

Over 10% of ILG's 500-strong workforce identify themselves on the autistic spectrum. Since 2015, ILG has worked closely with Aldingbourne Trust, a Sussex charity that improves the lives of people with learning disabilities and/or autism by matching them to suitable paid employment and supporting recruits and employers on an ongoing basis. Aldingbourne WorkAid prepares candidates for the workplace with a



tailored programme of assistance with job applications, inductions and skills training. It facilitates life-changing employment for employees, and benefits businesses by providing a new source of reliable, enthusiastic workers in today's more challenging recruitment marketplace.

So far, ILG has employed 25 individuals via the Aldingbourne WorkAid scheme, people with lifelong learning disabilities who might otherwise find it difficult to secure paid jobs. At ILG they have an opportunity to build their skills, independence and confidence in a fast-moving, inclusive work environment.

'WorkAid first approached ILG in 2014 and was invited by their Director of Organisational Development to discuss the possibilities of supported employment in the workplace. Since then, ILG have employed 25+ people and continue to offer opportunities in a variety of roles in warehousing such as apprenticeships, caretaking and cleaning positions. These opportunities have helped people to become less socially isolated, improved their social skills and furthered their career prospects.

ILG actively promotes Autism and Learning Disabilities within their company. They have utilised WorkAid's free 'Autism in the Workplace' training, and this proves their commitment to embracing people with Autism and Learning Disabilities.

In 2017, the first person we placed at ILG jointly won Employee of The Year, voted for by his peers, which reflects the value that ILG places in WorkAid. For those currently employed, it has made such a difference to their lives, as ILG value every individual recruited through the WorkAid scheme.' said **Liz Miles, Networking Lead/Senior Employment Consultant, Aldingbourne WorkAid**

Like many other participating businesses, ILG has benefited from the scheme too. WorkAid experts offer employers free guidance on recruitment, health and safety, onboarding and training issues. ILG employees onboarded via WorkAid have proven to be exceptionally punctual and hard-working, with very low rates of sickness or other absence compared to the wider workforce.

Nationwide statistics show that female workers represent just 22% of the sector's UK nationwide workforce, but in contrast 41% of ILG employees are female. Over 10% of ILG's 500-strong workforce identify themselves on the autistic spectrum.



Diversity: A Boost for Business

By increasing productivity and opening new channels of recruitment, schemes like WorkAid have helped ILG to drive its performance and growth. They also help to create a more inclusive and tolerant work culture business-wide.

This is underpinned by the development of specific training modules to give all ILG employees a deeper understanding of autism and guidance on how to collaborate positively and productively with colleagues who identify on the autistic spectrum. More broadly, the workforce receives mandatory training in equality, diversity, ethics and conduct.

At ILG, diversity is much more than a 'nice to have'. It is a cornerstone of business culture and intrinsic to ILG's mission: "To Make Our Customers More Successful".

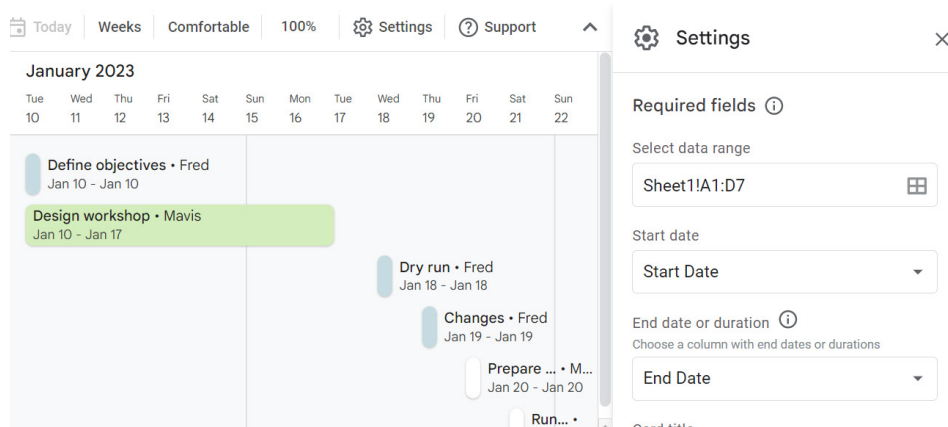
ilguk.com

To find out more about WorkAid:

call 01243 546035

or email workaid@aldingbourne.org

What's new in Google Sheets and Docs?



Google Workspace regularly rolls out updates, some big, and some so small you might not notice. Feature availability can depend on what license you have (for example, sometimes free accounts don't get all updates).

In the last few months, several new feature updates have been rolled out, so if you are a Google Sheets or Docs user here are a few things you might want to check out:

Sheets - Timeline View

Do you need to plan tasks or simple projects? Then Timeline View could be for you as it enables the creation of basic Gantt Charts. (For complex projects, my go-to is Microsoft Project.)

Sheets - Resizing Pivot Tables

An option I've been waiting on for a long time – the ability to resize the Pivot Table sidebar.

Sheets - Expanding Smart Chip options

Simply type @ in a cell to tag colleagues, insert a link to another file or a calendar event. Drop down lists are also being added soon.

Docs - Assign a task

Now when you insert a checklist, you can assign it as a task to a colleague. Just hover the cursor over the item in the list and click on the Assign as task button.

Docs - Insert drop down lists

From the Insert menu, select drop down. From there you can configure your list.

For more help with Google Workspace or Microsoft Office, please get in touch:

jane@glidetraining.com
www.glidetraining.com

It's time brands started telling the truth.

The world is transforming at a pace that is beyond our comprehension. For too long we have plundered the planet's natural resources and now, collectively, we must adapt to survive. The old capitalist model no longer works. Brands can no longer be responsible for taking endlessly from the earth to satisfy consumer demand.

We live in a time where the shift to sustainability is the biggest shift we have seen in a generation. Right now, brands seem to be clamouring over each other to extoll their green credentials.

One of the greatest crimes a brand can commit is that of greenwashing. But it doesn't stop there. On the other side, there is greenhushing. How can a brand confidently strive towards a future when it must negotiate a path between these two pitfalls? Many brands are currently paralysed, too afraid to adapt or to act. Some brands have failed in their

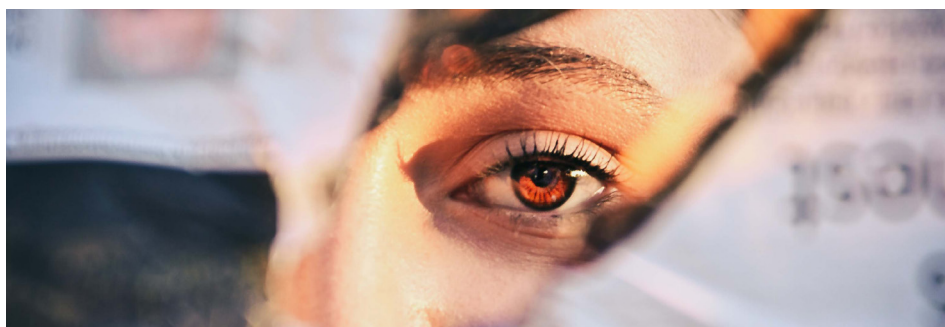
desperate attempts. And others have gained that competitive advantage by addressing these issues with integrity and gaining increased trust with their stakeholders.

For a brand to build a good relationship with all its stakeholders, particularly with its target audience, it must first build trust. To do this, brands must relate directly to their target audience. They must share stories with them. Share their mistakes. And, most importantly, share only the truth.

For any other brands that don't act immediately, that aren't clear on their purpose, that think they can 'get away' with lying, the future is very bleak indeed.

To find out how your brand can navigate a path through choppy waters, and build stronger stakeholder engagement, get in touch with Andy at Harrison Brands.

andy@harrisonbrands.com
www.harrisonbrands.com



Ford Pro – Taking the Stress out of EV's

In my role as Business Development Manager for Hendy Ford Transit Centre I hear the same concerns around EV's. I thought it might be useful to address some of these as the scaremongering would be laughable if it wasn't so damaging. Ford Pro offer solutions to many of these 'problems' as detailed here.

Charging - EV driving is a step-change - 95% of charging will take place at home or depot. If you are regularly relying on public charging then frankly, you aren't doing it right or your needs do not match a Battery EV. Perhaps a hybrid may be better suited?

Charging Networks – Charging apps can be a pain, but no worse than trying to park in any city centre. The best solution is an EV charging supplier - many are available including Ford's own Blue Oval network. This regulates cost per kw/h, provides centralised billing

and takes away the hassle of apps - just tap your card.

Range - The E-Transit boasts up to 196 miles range. In real-world conditions this is a very achievable 150 miles. I often hear "it's not enough range - I get 800 miles a tank of diesel". Do you fill up your tank with diesel and do 800 miles every day? Unlikely... Average

commercial mileage is 20,000pa. Across a 5-day working week that's 77 miles a day – around 50% of E-Transit's range.

So - if you're thinking of making the transition to EV, please, please ask the experts...

ptranter@hendy-group.com
www.hendy.co.uk/transit-centre/



Early Success for Business Support Programme



GetSet for Growth Coast to Capital is celebrating exceeding its targets to provide fully funded specialist support to businesses a year early, having engaged with over 800 companies, of which 500 have benefited from their support directly. This achievement has contributed £6.5 million of investment to the Coast to Capital region's economy, including businesses within the Gatwick Diamond Business area. The investment

was unlocked through access to £2.6 million of grant funds made available through The Business Hothouse programme to date. GetSet for Growth is a delivery partner for the Access to Finance strand of The Business Hothouse programme and have provided highly rated workshops, training, 1:1 coaching and guidance for applications to the Invest4 grant scheme.

It's not too late for businesses to benefit from support, as GetSet for Growth Coast to Capital is offering an online Leadership & Management for Growth Masterclass, designed to help managers tackle the challenges they face when managing teams. The four sessions are a mix of discussions and networking led by facilitator Kim Stafford of U&I which delivers training, development, coaching and mentoring. They will provide participants with a practical toolkit including tips, techniques and frameworks to help managers have

constructive conversations, prevent problems and build a strong team - as well as save time and money! For more information about the Leadership & Management for Growth Masterclass visit www.getsetforgrowth.com/coast2capital/events/

"I'm finding the Leadership & Management for Growth Masterclass very energising. I wish I'd have completed it before I started a business, as it would have saved me a lot of frustration. It's been quite a revelation to see how some of my management issues could have been easily avoided. I've found it reassuring to hear that some of the issues I've had in management are quite common and quite easily resolved." Richard Philp, Founder & General Manager, Brighton Footgolf

For more information about GetSet for Growth visit www.getsetforgrowth.com/coast2capital

Marketing, marketing, marketing...

Marketing is a very broad term that encompasses everything a business does to increase brand awareness and sales.

Philip Kotler, the 'father' of marketing in the US, defined Marketing as "a social and managerial process by which individuals and groups obtain what they need and want."

For me, the art and importance of networking fits well with this definition. Many people say they don't have time for networking because they are too busy. This is like saying: "we have enough business at the moment, so we don't need to market ourselves." If you follow this, eventually your work will dry up and you will have to work extra hard to raise your profile when it does.

Networking has been fundamental to the growth of Cleankill Pest Control from a business started in a spare bedroom to an award-winning company with 50 staff and a turnover heading towards £4 million. Networking is about the building of relationships and friendships without expecting immediate sales.

Networking has been fundamental to the growth of Cleankill Pest Control from a business started in a spare bedroom to an award-winning company with 50 staff and a turnover heading towards £4 million. Networking is about the building of relationships and friendships without expecting immediate sales. My chiropractor, my printers, my financial advisors, my vehicle lease company and my PR company all came from networking. Several of them took a couple of years before they started working for us. Many of our customers have met us at previous exhibitions and have remembered us when they have had a need.

If you can tell people about your business in a non-pushy environment, then they will remember you and your company and they may tell others about you. Conversations like "I've been using Rintokell for many years but they are so expensive..." "Well...you should give Cleankill a go..."

'if people get to know you and then get to like you they will buy from you'

regularly take place and what can be more precious than a third-party endorsement?

Some customers and suppliers will develop into friends and when they do, listen to them. My accountant is a good example. He's fantastic at his day job, but also a wealth of knowledge about other things which don't directly impact the bottom line – but, in reality, everything is connected. Often if you manage to resolve something in your life outside work it enables you to do your job better.

Networking is about making connections not customers and it really needs to be face to face. Yes, during the pandemic you could network from the comfort of your own home thanks to Zoom, but you can't look someone in the eyes and shake their hand virtually. As a former salesperson, I know that's what cuts really through – not emails and telephone calls, although they are all part of the sales journey and the seven 'touchpoints' often needed before you make a sale. But, most importantly, I always remember the advice – 'if people get to know you and then get to like you they will buy from you'.

Paul Bates is the Managing Director of Cleankill Pest Control. Based in Kenley, South Croydon, the company is a leader in the field of pest control and deals with everything from rodents to pest birds.

For more information go to www.cleankill.co.uk



Paul Bates

How do I stop receiving spam emails?



We all use email a lot as a form of communication throughout our working day, and even personal lives. What about emails do you dread, the amount you receive and spam?

Spam emails can be very irritating. It's not only a pain to clear through your inbox but it can be a real productivity killer. According to a recent report, each one of your employees could be losing up to 80 hours a year due to filters and

the deletion of junk mail – that equates to a lot of lost productivity.

This brings us to the question...

How much spam email sits in your inbox?

Between 45% and 85% of the emails that are generated each day are junk mail. That also includes malicious emails and people trying to get you to install a piece of software on your computer.

What is malware?

You may or may not know but malware is intrusive software that is designed to damage and destroy computers and computer systems. It is unleashed onto a computer/laptop with the click of a button. It could be clicking to open an email or attachment.

This type of attack is called Phishing and it's becoming more and more difficult to spot among other emails. This is because cybercriminals are getting better at crafting more sophisticated "real-looking" emails.

Therefore, to reduce the risk of getting malware, you'll want to limit the amount of spam you receive. Scan the QR code to discover how to prevent spam emails.

hello@ingeniotech.co.uk
www.ingeniotech.co.uk

Why have rents risen 20% in the last 2 years?

You may have observed increased media coverage in recent months of the ongoing 'Crisis in the PRS' (Private Rented Sector). You may have been directly affected or have friends and family that have told you about the queues to view property or having to offer over the asking price, or paying a lump sum of rent in advance, due to the stiff competition to secure a property.

Earlier this year Rightmove.co.uk reported that average asking rents were up 20%, in the two years since the Pandemic. ARLA Propertymark regularly survey their members who report demand being up circa 40% whilst the supply of available rental property is down circa 25%. The figures vary region by region, however the Southeast and London seem the most affected. These are conservative figures; some outlets are highlighting far higher numbers.

To highlight the disparity this sudden jump has created; Average monthly rental payments are 40% higher than

they were 10 years ago, while average mortgage payments are up 13% in the same period.

So, why the sudden 20% jump?

Well, it's due to a mixture of things that have increased the cost of buying and operating a buy-to-let property, along with the seemingly anti-landlord sentiment we see in the media. I can't go into the finer details in these 300 words however, due to the change in policies, there are now 250,000 fewer properties in the PRS than there were in 2018. Economics 101 – Supply and Demand.

So, what's the solution? We need to increase supply to meet demand and establish an equilibrium in natural market forces. We need to encourage investment in the PRS by reducing taxation on rental income and stamp duty, making the prospect more attractive. Otherwise, rents will continue to rise sharply.



Ross Gardner

www.knightsproperty.co.uk

The Secret All Journalists Know — that could warm up your website



Newsrooms are fast places. So it didn't take long for me to learn the golden rule of journalism when I began working at the BBC.

The most important part of any TV News story is the 'clip' of the person at

the heart of it.

The sight and sound of a human being speaking has far more impact than facts, figures or even pictures.

Let's apply this to your website. Does it have a real person speaking on it? Or does it just have some beautifully written copy, with photos downloaded from an image library?

If I was sent on a complicated story about hospital reform, I'd need to know the facts — but my priority was finding a patient to speak about them... on camera.

Reporting on a road safety campaign? I wanted the details, but above all I needed a family who'd explain why it mattered... on camera.

An upbeat story about a business that's succeeded against the odds? I need a member of staff to talk about

the story, on camera.

I now help businesses with this.

They're often led by warm, charismatic people.

Yet sometimes the only clue on their website would be a professional headshot. Some leaders don't show up on their websites at all.

If you want people to buy from you, you want them to trust you. If you (or a member of your team) greets them with a warm video message on your website, you begin to build that trust.

It doesn't cost much to produce. But if you get it right, it could bring you a great deal. And that's got to be a good news story.

Want to chat to John about his "Warm Website Greeting" service? Email him: john@johnyoungmedia.co.uk

Double award winners at the Sussex Business Awards 2022

PVL are delighted to announce that they won both the Medium Business of the Year and Employer of the Year awards at the Sussex Business Awards 2022. They also received 'Highly Commended' in the overall 'Company of the Year award' which is an incredible honour.

Medium Business of the Year award recognises a business that has demonstrated outstanding achievements in all aspects of its organisation. The business will illustrate strong growth, innovation, and leadership as well as a clear vision. Sponsored by Mayo Wynne Baxter Solicitors.

Employer of the Year recognises a business that has created a healthy and supportive work environment with a genuine commitment to the well-being of its employees. Sponsored by Sherrards.

The Sussex Business Awards are the largest event of their kind and the most prestigious in the country. The 33rd Annual Awards were held at the Grand

Hotel in Brighton with a great award ceremony and a wonderful dinner.

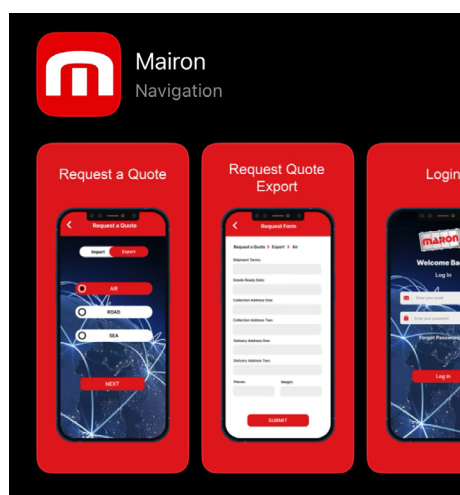
CEO and founder Nick Broom said "These are a fabulous recognition of the efforts that our team have put in, especially through the last year. Thank you to Platinum Media Group Ltd for putting on a great event and to the judges from Mayo Wynne Baxter and Sherrards Employment Law Solicitors, for bestowing us with these awards. A great and memorable evening, and we are thrilled to have won both awards." Go #TeamPVL 🏆

PVL are dedicated specialists in the production of high visibility livery and corporate branding for commercial fleet vehicles and one of the leading fleet branding companies in the UK. Since 1999 they have been supplying specialist reflective livery to the majority of the UK emergency services including Police, Ambulance and Fire services, Highway contractors and major UK blue chip companies.

www.pvluk.com
Wes@preview.co.uk



Logistics in the palm of your hand



Mairon UK have busy been working behind the scenes and developing an app in the last few months to take operations to a new level for 2023.

Logistics firms, which involve the

movement, storage, and flow of goods, have dramatically changed since the pandemic. Due to the changes of the consumer and other factors, logistics are an integral part of value chains, both here and internationally. Logistics firms help trade and commerce, as well as assisting businesses get their products to customers.

With this in mind, Mairon UK recognised the need to make this process as efficient as possible to allow decision makers the time to focus on other parts of the supply chain. The result of this is a brand-new app that allows users to monitor, track and request quotations all from the palm of their hand.

Mairon UK spotted a gap in the market as phone calls are not the preferred method of contact in modern times,

as a large portion of people are using email as the preferred communication method. The app reduces the number of emails required due to the app's accessibility on the go.

CEO Tommy had this to say "Keeping customers happy is important for any business, creating this app is exciting. There isn't anything like this out there and it's a great new tool for our business. I am incredibly proud and look forward to presenting to our customer base."

Our app goes live in 2023 and we are so excited to be able to present this to all of our current customer base as well as new clients.

If you want to find out more about the app or need help/pricing with shipping or warehousing, please reach out - ash@mairon.co.uk

Cost Saving Solutions

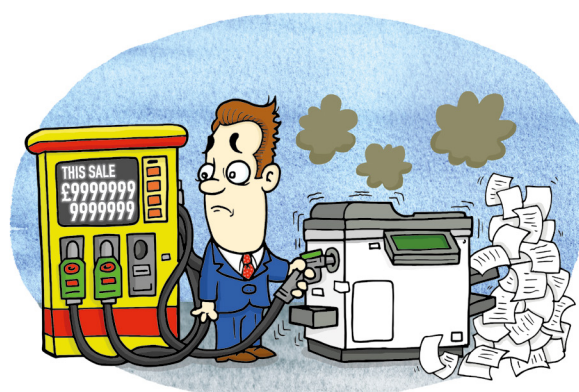
With many running costs spiralling at present in homes across the UK, this is also the case in many businesses. But, there are ways of reducing running costs in business too. It is definitely worthwhile undertaking a full audit of your outgoings.

Do you really know the costs of running your business, are all costs accounted for? Are you currently looking at ways of reducing your monthly expenditure?

There are simple methods you can employ to ease business costs such by digitizing filing processes, and streamlining operations, whilst also working a little greener. With many companies choosing hybrid ways of working, it is important you have the right workplace technologies in place also to improve team communications with seamless phone and mobile solutions, and increase collaboration through visual solutions, and Integrated IT.

Here are some top tips from Newman on how to reduce print costs

- Force print protocols, such as black and



white print only, as well as double-sided to save on ink and paper use

- Use 'print anywhere, print release' technology to enable staff to print from any location on demand when required, which saves on overprinting or lost jobs on copiers.

- Look at your print contracts, what is your contract term, and your cost per copy or scan? Perhaps you could look at high-volume printer devices and moving the printers around your business to make the most of your machines, your consumables or look to consolidate them if the print volumes

have significantly dropped.

Newman have assisted many organisations to streamline their print processes within the Gatwick Diamond area as well as across the Southeast for over 40 years.

You can read more about what a free print audit might entail by reading their latest website blog article... www.newmanbs.co.uk/why-have-a-print-audit/

www.newmanbs.co.uk
info@newmanbs.co.uk

Get your website launch right first time

Imagine the scene...

After months and months of work and building excitement, you're finally ready to release your company's new website out into the wild.

You anticipate the congratulatory LinkedIn messages.

The feeling of smugness when you look at your competitors' faltering websites.

The all-important flood of new customers knocking at your door.

The big day comes. Your web designer presses the metaphorical red button and...

...nothing.

Or, perhaps worse than nothing, a mess.

The thing is, before any website is launched there are quite a few important steps you need take, both before and after the launch. If just one of these is skipped, your big moment could turn

into your big embarrassment.

To help you enjoy a smooth transition from your old site to your new one, we've recently updated our [Website Launch Checklist](#).

This goes through everything you need to think about when you launch a website – whether you're doing the launch yourself or checking that your

web agency is on top of all the details.

We've even added a handy downloadable version of the checklist, so you can merrily tick your way to a smooth and seamless website launch.

And, if you need a little more support in creating and launching a website to be proud of, drop us a line at hello@tomango.co.uk.



New hire win for legal firm Mayo Wynne Baxter



Daniel Jenking

South East-based law firm Mayo Wynne Baxter continues its ambitious expansion plans with the appointment of new partner Daniel Jenking, who will work from its Crawley office.

As part of an ongoing drive by Mayo Wynne Baxter to develop its commercial and corporate law services, Jenking has been brought onboard to build

a dedicated team devoted to helping business owners, and to provide a greater depth of expertise.

Following Mayo Wynne Baxter's merger with Ampa – the UK's leading group of legal and professional services companies – in the summer, the firm is on a mission to secure the country's top talent.

Dean Orgill, chief executive partner, Mayo Wynne Baxter, said: "We want to offer our clients the broadest range of services we can, which is why we're so happy to welcome Daniel to the team.

"As part of our expansion strategy, we're looking to boost our areas of expertise, as well as establish a greater geographical footprint.

"Daniel's expertise perfectly complements the firm's established and growing practice areas, including employment, commercial property and commercial litigation."

Jenking, who arrives with more than 20

years' experience, said: "I was attracted by Mayo Wynne Baxter's progressive, open-minded approach to growing its business, and its can-do mindset.

"The expanding network of offices, combined with Mayo Wynne Baxter's impressive reputation and broad client base, provide an excellent foundation on which to build."

Jenking is an experienced commercial solicitor, having trained in the City before moving to a large Surrey-based firm, where he was also a partner.

Areas of expertise include general company law advice, corporate finance, shareholder agreements, restructuring, partnerships and commercial contracts. He also has considerable expertise in mergers and acquisitions, having acted in the sale and purchase of many businesses.

For more information, please visit: www.mayowynnebaxter.co.uk

Overcoming Burnout by making Mental Health & Wellbeing a Priority

In 2019 the World Health Organisation (WHO) recognised 'burnout' as an occupational phenomenon resulting from poorly managed chronic workplace stress (11th Revision of the International Classification of Diseases (ICD-11)).

A recent study by Glassdoor's economic researchers, has also revealed that reports of burnout among British workers increased by 48% to record levels between 2021 and 2022.

So what is burnout? It's excessive stress that continues unabated without relief or respite until it simply gets too much. Imagine you're working on a big project. You might feel nervous and anxious in the lead up to its completion. Perfectly normal, right? An issue arises however, if those feelings continue after the project's completed and are then compounded as you take on more projects and more stress without a break.

So, what happens when someone's burning out? They might experience extreme fatigue, but with a lack the motivation to do something about it. Their work performance may begin to deteriorate, leaving them doubting their abilities and they might feel cynical about their work. And this will only get worse the longer a state of burnout persists, often resulting in significant harm to physical and/or mental health and extended absences from work.

As to what causes burnout, there are plenty of triggers to choose from. For some it's their perfectionist tendencies or feelings of imposter syndrome which push them to overdo it. For others, it's a mismatch between their values and those of their organisation. For most however, it comes down to issues within their employer organisation - unmanageable workloads, unrealistic time pressures, lack of management support, etc.

In response to increasing rates of burnout, we've seen the rise of trends such as 'quiet quitting' - the Tik Tok resistance movement calling on workers to do only the essentials of their role, declining to take on extra duties or join in with extra-curricular activities.

A better solution is to be found in prioritising mental health and wellbeing, both at the individual and organisational level. It's not fair to place the onus solely on individuals, particularly where 'burnout' is concerned. In their recent polling, for

example, Mental Health UK found that, while a fifth of workers feel unable to manage pressure and stress levels at work, only 23% knew what plans their employers had in place to help spot signs of chronic stress and burnout.



Amy - Head of Training and Wellbeing

The benefits of investing in mental health and wellbeing at an organisational level are many and include enhanced brand reputation, better talent acquisition and retention and a boost to the bottom line. Given the impact burnout has already had on the UK workforce (49% of UK workers feel more prone to extreme levels of stress now than in 2020 – Mental Health UK) and the ongoing challenges employees are likely to face, both in and outside of work, it's a no-brainer.

Loch Associates Group can work with you to provide mental health and wellbeing services tailored to the needs of your organisation, including Mental Health First Aid training, staff wellbeing workshops, stress and wellbeing policies and health and safety reviews and support. You can contact Loch Associates Group by emailing info@lochassociates.co.uk.

A recent study by Glassdoor's economic researchers, has also revealed that reports of burnout among British workers increased by 48% to record levels between 2021 and 2022.

Are you impacted by the new “Register of Overseas Entities”?

The right to know who owns land and property in the UK has been the subject of much debate in the last few years. In order to provide greater transparency on foreign ownership of land in the UK, the Government introduced a new “Register of Overseas Entities” that came into force on 1 August 2022. It affects all foreign entities with property assets in the UK and their beneficial owners or managing officers and includes those in the Channel Islands as well as the Republic of Ireland.

The public register will be kept at Companies House and must be updated annually. As well as recording details of the properties in foreign ownership, the register will list the individuals who effectively own or control such overseas entities.

Fines of up to £2,500 a day can be imposed and officers of an overseas entity at fault could face prison sentences

of up to five years.

Given the civil and criminal penalties for failure to comply, it is important that anyone with an interest in a foreign entity which owns UK property is properly advised as to their new legal obligations. Lenders to foreign entities will also want to ensure that the foreign entity has complied with the new law. There is a six-month grace period from the launch date of the new register in which the overseas entities must complete registrations so now is the time to act.

Find out more

We act for a number of landowners with extensive portfolios in the UK and advise lenders on enforcement of charges secured against commercial real estate. Oliver Parsons explains more on the PDT Solicitors YouTube Channel:

youtu.be/zVu2vMfkO9Y



James Clewlow

jclewlow@pdt.co.uk

3 reasons why diversity and inclusion need to be part of your 2023 strategy



Diversity and inclusion should form a key part of your business strategy. Yet so many people are not sure why or where to start. Here are some facts to get you thinking about why this is important.

1. There is 19% more Innovation from diverse teams

Research shows that diverse teams output 19% more innovation. This innovation does not ‘just happen’

though. You need to create safe environments where people feel they can suggest different ideas and opinions. Companies who do that are proven to generate more new ideas because they include different perspectives. And that leads to more successful businesses that make quicker decisions and generate higher profits.

2. 70% of people are looking for purpose in their work

Recent years have redefined work for so many people. 70% of people say they define their purpose through work and 65% said the pandemic had made them rethink the place that work has in their lives. 56% said it made them want to contribute more to society. So that means that people are looking for employers who think about society, the good of society and centre equality and inclusion.

3. 3 in 4 job seekers are looking for diverse companies

When people look for a new employer, 3 in 4 job seekers seek diverse companies. They will look at leadership teams, communication, and ways of working to see if an employer looks like an inclusive employer. With so many people looking for purpose, those employers who do not think about diversity and inclusion struggle to recruit and retain employees.

Have these facts got you thinking about what you can do in 2023 to create a more inclusive organisation? For ideas about where to start on your journey and actions you can take, talk to us at Watch This Sp_{ce}.

www.watchthisspace.uk
hello@watchthisspace.uk

Local Accountancy Firm, Richard Place Dobson Wrap Up 2022



Richard Place Dobson (RPD), Crawley-based Chartered Accountants, and Business Advisors finished 2022 on a high by welcoming four new team members.

RPD grew extensively throughout 2022, welcoming new team members and growing its client base across Crawley

and Sussex. As they start 2023, they welcome the following team members:

- Kayleigh Matthews, who joined the Payroll team
- Pamela Troni, who joined as a Personal Assistant
- Isabella Cusano and Kush Limbachia, who both joined as Trainee Business Advisors

Matthew Tyson, Managing Director at RPD, commented: "It goes without saying that it was an exciting year for the firm in 2022. The whole team worked incredibly hard, and this is evident in our growth. We look forward to what 2023 has in store for us!"

Alongside this, RPD, supported by the RPD Foundation, had a successful year supporting the Crawley Food

Bank Partnership. They are pleased to announce that they will support the Food Bank again throughout the next financial year, 2023/2024. Last year, they raised £4,858.50 by hosting their annual footgolf tournament, collecting food parcels in the office and various sporting events.

Finally, RPD has announced the date for their annual Quiz Night, which will be held at The Hawth in Crawley, on Wednesday 8th of February, to raise money for the Food Bank. If you would like to book a team of four, please RSVP to magda@placedobson.co.uk or hannah@placedobson.co.uk

www.placedobson.co.uk

Good luck for the future – Merv Carne reflects on 33 years with Roffey Park

In November of 1989, Roffey Park Institute looked like a completely different place than it does at present. The residential area was being built, the building of the atrium and the swimming pool had only just been commissioned and the neighbouring stud farm owned most of the 40 acres of land we do now. Now, 33 years later and the one person who had stayed long enough to witness and be an instrumental part of these changes, Head Gardener Merv Carne, has decided to hang up his boots.

When asked about Roffey Park Institute, most people refer to the perfectly kept grounds and beautifully maintained gardens as a highlight of their visit, but it had not always been this way. Only since 1998, when Roffey Park acquired the adjoining stud farm and subsequently the 40 acres of land we have today, could Merv get stuck into making the gardens his own.

The stunning scenery is one thing, but for Merv something much more special will remain on the grounds for many years. He has planted up to 90 trees in the gardens, of all different types and



Merv Carne

has proudly watched them flourish. Approximately 2,300 different species are supported by a single-standing Oak tree. Thanks to Merv, the Roffey Park grounds will continue to give host to thousands of species and wildlife for years to come.

It is also the people and culture of Roffey Park that have kept Merv inspired for all this time. He told us, 'It is the talented people that make Roffey Park what it is. There is something about it

and that is why I've been here so long. I love my job and I love working for Roffey Park.' From all of us at Roffey Park Institute, thank you Merv and happy retirement.

Link to full article - www.roffeypark.ac.uk/knowledge-and-learning-resources-hub/good-luck-for-the-future-merv-carne-reflects-on-33-years-with-roffey-park/

Accessible social media

Accessibility is fundamental to how we operate at Scaramanga. Anything we create, design and communicate is carried out with accessibility at the forefront of our thinking, including social media.

Of the 3.6 billion people using social media worldwide, 1 billion are living with some form of disability. If your social media is not accessible, you may be failing to engage with a significant segment of your audience. Taking care to review what you post benefits all users, not just those with disabilities.

Here are three top tips, some of which may surprise you:

1. Use a text reading application e.g., Hemingway Editor
A handy tool that grades the accessibility of your text. Social media posts are often created using limited, attention-grabbing text, so improving accessibility is primarily about enhancing readability for the user.

2. Avoid emojis

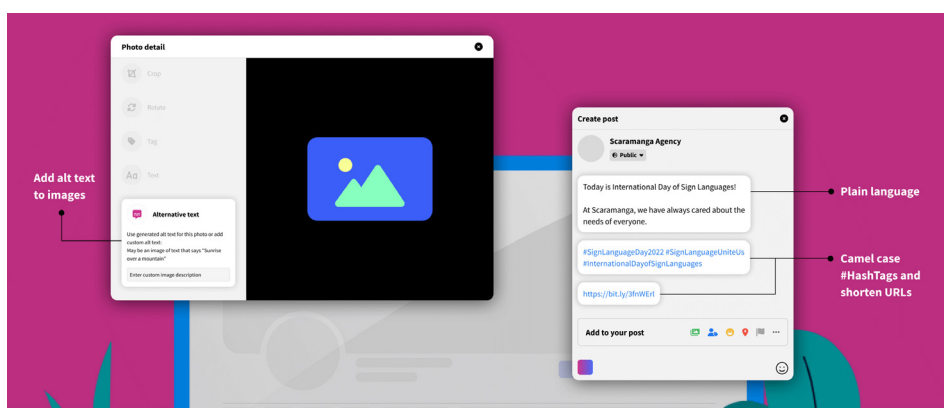
Many of us enjoy using emojis to inject a human touch to our posts, but are they accessible? Unfortunately not. Screen readers translate their meaning via ALT text, expressing the emoji's description or name e.g., clapping hands, which creates a negative user experience. If you can't resist using them, place them at the end and choose emojis that are widely recognised.

3. Camel Case hashtags – yes, that is

a real term

This involves capitalising the first letter of each word i.e., #CamelCaseWords. When written as a string of lower case, concatenated words, the screen reader expresses this as a single word. Capitalising each letter ensures each word is expressed separately.

For more tips, read our article 'Writing an accessible social post' at scaramanga.agency.



Sussex-based wealth management firm, Servo Private Wealth, were pleased to win 'The Small Business of the Year' award at the Sussex Business Awards 2022 this month.

Over 500 local businesspeople attended the prestigious black-tie event that took place at The Grand Brighton on December 1st and recognised the achievements and resilience of the county's business community.

Servo Private Wealth wins Small Business of the Year at The Sussex Business Awards

Servo Private Wealth were over the moon to win 'Small Business of the Year' at the ceremony. The Judges commended them for their exceptional levels of growth so far, and their strong plan for the next 3 years. Having grown from 2 employees in 2020 to now 6, the company has almost tripled in size, and provides extensive training and development opportunities to their staff, and now works with more local businesspeople than ever.

This award is another brilliant achievement to add to their accolades after winning the 'Wealth Management Practice of the Year 2022 – West Sussex' at The Southern Enterprise Awards earlier this year. On top of this, their CEO and Founder, James Mallinson, was named as the Wealth Manager of the Year (South East England) at the 2022

Retirement Planning Awards, hosted by the Wealth and Finance Magazine.

James Mallinson, CEO of Servo Private Wealth, said: "I'm absolutely gobsmacked and still in shock that our firm won this award. So proud of all our team, family, and wider support network as we couldn't have done it without you. Massive thanks and appreciation to all of those that have placed their trust, faith, and business with us. It was a tough category with many other well-deserved entries, which made the win even more special. To all the winners and finalists, huge congratulations, it's an honour to be recognised amongst you as a standout business of 2022"

www.servoprivatewealth.com

Multi-award-winning agency, Creative Pod wrap up an eventful year!



It's been a year of growth for the multi-award-winning marketing, design and website agency, Creative Pod, and to add to their ongoing success in 2023, they are, once again, expanding their talent pool. They are looking to hire a Marketing Executive, Digital Designer, and Developer to join their team this year.

Based in the Southeast, Creative Pod works with a multitude of clients across a diverse range of markets, ranging from entrepreneurs and SMEs to worldwide brands. As an agency, they work with their clients to become their outsourced marketing department and have built meaningful relationships.

Last year they took on a lot of new clients through networking, recommendations, and referrals. They launched over 35 websites and now look after the marketing and websites for over 100 Sussex-based businesses. This is one of the factors which has enabled them to grow and develop continually.

Matt Turner, the CEO and Founder of Creative Pod, commented: "I'm so proud of the team and how far we grew in 2022. It's not been an easy journey, but each member has given it their all and worked

incredibly hard. We finished 2022 off on a high, ready to welcome new members this year!"

To wrap up an eventful year: Last year, they won the Sussex Chamber 'Rapid Riser' award, which also led to them winning the Regional Award in the same category for the whole Southeast. They took home the 'Creative Design and Marketing' award at the Gatwick Diamond Business awards earlier in the year. Lastly, they achieved their official Living Wage accreditation and received their official 'Drum Recommendation'.

It's exciting to see what this mighty agency will do next! If you want to outsource your marketing in 2023, please get in touch.

www.creativepod.uk.com

Looking to rocket fuel your business — now's the time to invest in your digital staff!

Digital is not just another marketing channel nor just a technology tool. It is a social phenomenon. Like the printing press, factory line and automobile, digital has transformed the world in which we live.

However, with digital transforming our world and becoming so business critical, why do businesses under invest? Too often with digital, businesses will invest in technology. What would be wiser is to invest in people.

Investing in your digital and tech staff is one of the most essential decisions a business can make. Whilst there is a limitless amount of software products available to promote your product or services, you need trained digital staff to utilise the right application for the correct purpose.

What skills will a Digital Apprentice acquire?

Our digital programmes offer full certification in all key digital functions: Analytics, Digital Strategy, SEO, Content Marketing PPC and more. Apprentices will learn how to define, design, build and implement digital campaigns across various online and social media platforms to drive customer engagement, acquisition and retention. They will develop writing skills for a range of digital media and audiences. In addition, they will learn to research, analyse and use data to plan and create digital marketing campaigns.

All this new knowledge in your business is added value, and hiring or upskilling through apprenticeships can add other benefits to your business to:

1. Scale your business and develop new talent cost-effectively
2. Add fresh ideas and creative and technical skills to your team



3. Embed best industry practices to your marketing strategies

Creative Process offer recruitment and digital skills training all free of charge. So, if you are looking for a cost-effective way to develop your team's skills or add new talent to your business, get in touch.

www.creativeprocessdigital.com
troy@creativeprocessdigital.com

Getting Grant Ready



Jeremy Taylor

1 - Find the Right Grant

It is important to identify what you need the funding for before you start looking for a Scheme. Most Grants look to support specific capital investment that will drive growth & you will need a focus for the expenditure.

1. Is it relevant & appropriate to your business & sector?
2. Do you qualify?
3. Does it align with your Vision, Mission & Business Plan?
4. Does your business & the Proposal align with the funder's aims?
5. Is the time frame achievable?

2 - Prepare

Make sure you focus on the process & the expected outputs

1. Read the guidelines - & read them again
2. Make a timeline and gain commitments from the team
3. Deconstruct the Application Form into a working document
4. Create your own checklist & marking sheet

3 - Get Started

1. Allocate roles based on expertise, knowledge, time, etc

2. Identify key messages that are relevant to the funding body
3. Are pictures, graphs & charts appropriate, relevant &/or allowed? Only include them if they contribute to the application
4. Share your passion by telling a compelling & engaging story
5. Be specific about what you want to buy & why it is needed for the Proposal
6. Do your research into the market
7. Be aware of risks & the contingency plans you may need to make
8. Prove growth, savings &/or efficiencies in terms of money & time

Above all, a good application will combine logic with passion & be supported by evidence

If you would like help in deciding what's right for you, talk to me about a Grant Readiness Review to find the right fund for your business or organisation's growth plans.

jeremy.taylor@thecompanyconnector.com

More here & connect with me at www.linkedin.com/in/1jeremytaylor/

Albert Einstein would have approved

'Welcome to the polycrisis. A world where economic and non-economic shocks are entangled all the way down.'

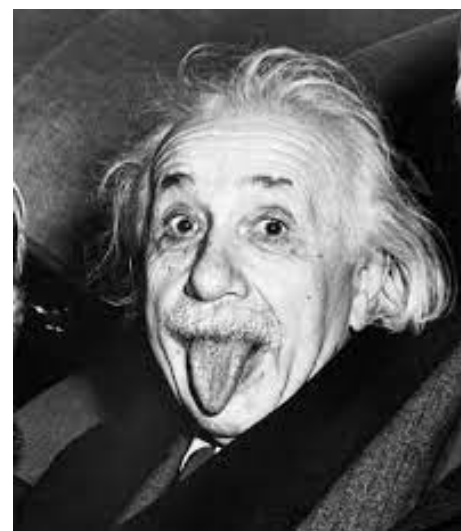
Startling, but recent article in the FT is very true. Never has managing a business been so fraught with as many challenges and risks. Just to survive requires us to think completely differently to how we have before. Einstein once said, 'We can't solve problems by using the same kind of thinking we used when we created them.'

Put another way, it requires us to devote our most precious resource, time, to what matters most: understanding the few key things, the 20%, that deliver the 80%, of what the business needs to

survive and thrive.

But that's hard to do. The 'tyranny of the urgent' means we focus on what lands on our desk each day. Yet urgent is rarely important in the long term, although it may seem so at the time. As a result, the ability to stop, reflect and plan is a luxury many don't even think about today, let alone schedule the time to do.

So, if you recognise this, think about what needs to be done differently. How might you carve out the time to ask the questions that really matter? Because, as Einstein said, 'we can't solve problems by using the same kind of thinking we used when we created them.'



www.8020consultancy.com

Robotics, Olympics style

A HORSHAM based software business is celebrating the success of a college robotics team who recently represented the United Kingdom at a worldwide competition.



Red River, based at Springfield House in Horsham, sponsored the robotics team from Collyer's which was made up of five students, all of whom competed in the 2022 FIRST Global Challenge, an Olympic style, international robotics competition.

The team was comprised of Tamsin Howe, Kian Robins,

Our team represented the UK, which is an enormous achievement for these students, when you bear in mind they have been affected by a large break in schooling thanks to Covid.

Muhie Al Haimus, Oscar Detnon and Jeremy Ghinn.

The robotics championships took place in Geneva, Switzerland over the course of a week in the middle of October. More than 180 countries competed and teams worked together in rotating alliances to complete tasks in a game themed around carbon capture, one of the greatest challenges facing the planet.

"Our team represented the UK, which is an enormous achievement for these students, when you bear in mind they have been affected by a large break in schooling thanks to Covid," CEO of Red River, Simon Pringle, explained.

"We're so proud to support such a talented and enthusiastic team of young people. We enjoyed receiving the updates from their mentor and, whilst they didn't win, are so pleased they got the opportunity to compete against so many talented teams from across the world."

The final play offs of the competition followed two days of league rounds in which teams gained points for their alliance and a place in the final rounds. The top award, the FIRST Global Winning Alliance Award, was awarded to the four teams in the winning alliance in the final match: Lithuania, Belize, Switzerland and Botswana.

Diane Dowling, who supports the Collyer's team as a

It was a once in a lifetime experience for all of us. Before the event we hadn't realised the sheer scale of it.

mentor, said:

"The Collyer's team was a credit to their college and did an amazing job of representing the UK and putting Horsham on the map. We are so grateful to Red River for supporting the team and enabling them to take part."

One of the members of the team, Tamsin said:

"It was a once in a lifetime experience for all of us. Before the event we hadn't realised the sheer scale of it. The inventor of Segway, Dean Kamen was there and it was such a big deal to have him there. To just be with so many people from so many different countries was really awe inspiring. Since our return I've had a lot of people asking me about the competition and now our club, which had about seven people last year, now has 23."

Fellow team member Muhie added:

"The whole thing was an incredible experience, it really was the Olympics of robotics, I even went out with the flag to represent our country and felt so proud. Everything about the week was inspiring."

Red River is a software development company based in Horsham that regularly supports various educational groups in their tech endeavours, including work experience, supporting T Levels and sponsoring or mentoring various robotic and coding competitions across the area.

03448 802357
hello@river.red
www.river.red

Importance of Forecasting

For as long as I can remember working, I have maintained a personal budget or forecast for myself in a spreadsheet. I may not have always stuck to it (I can promise you I haven't) but it has always given me a fair indication of where I expect my salary to go each month and allow me to plan for expenditure in advance.

It surprises me when business owners tell me they don't have a budget or forecast for their business, whilst I'm sure some have this all in their mind, I'd always encourage having a budget or forecast, whether it be in Excel or forecasting software, that can be shared with colleagues, as well as reviewed, and challenged by your advisor.

Are your assumptions realistic? How much can you afford sales volumes to drop? How many renewals do you need to achieve if you provide a recurring service? If your costs increase, how much can you absorb before you need to pass these onto the customer? All

of these are questions that business owners should be able to answer but may not have readily to hand. A budget/forecast allows you to plan and update for changes in circumstances and allows for close monitoring of cash.

Preparing a forecast and comparing this to the actual cash held at the end of the month can also help reveal where cash is leaking out of the business unnecessarily (think old direct debits or subscriptions you didn't realise you were still paying for). Some banks can now simplify this by aggregating recurring payments and predict when the next payment is due and roughly how much it will be but if you don't have this, going through a forecast or budgeting process can help.

Staying on top of cashflow was always important but becomes more relevant in the current economic climate where costs are rising and every pound can count.



David Crowe

DCrowe@menzies.co.uk

Help your business thrive by completing our 2023 Business Survey



Calling all business owners – whether home or High Street based, corporate or sole trader - we want to hear how we

can best support you to thrive and grow.

We are asking you to take just 10 minutes to complete the 2023 East Surrey

Business Survey to help the Shared East Surrey Economic Development Initiative (the four East Surrey councils of Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge) examine the current local business landscape and identify key needs to support growth.

By completing this survey businesses can help the East Surrey local councils get a better understanding of growth challenges, skills and employment needs, and business support requirements.

The survey is open to any business based in the area, will take just 10 minutes to complete and can be accessed [here](https://www.eastsurreybusinesssurvey.co.uk) or by visiting www.eastsurreybusinesssurvey.co.uk

There is a serial killer in my family

It's unusual but it's true. Anne Bonny was sentenced to execution by hanging in Jamaica. Her husband James Bonny blew the whistle on her and her friends to the Island Governor to collect a reward. She features in a 1724 book by Daniel Defoe headlined "the robberies and murders of the most notorious pirates".

Yet 300 years later Anne Bonny is featured as a role model by a current travelling theatre, an audible book by Amazon, and a statue in Lewes Football Club. Anne now represents the qualities of female entrepreneurship and breaking the glass ceiling in a male dominated world. She achieved gender pay parity which Lewes Football Club now applies with fairness, the first in the football club in the world to do so.

I provide personnel background vetting services and found my family story whilst undertaking a background check on my own family. The moral of the story is to prompt the question: "How often do we judge a book by

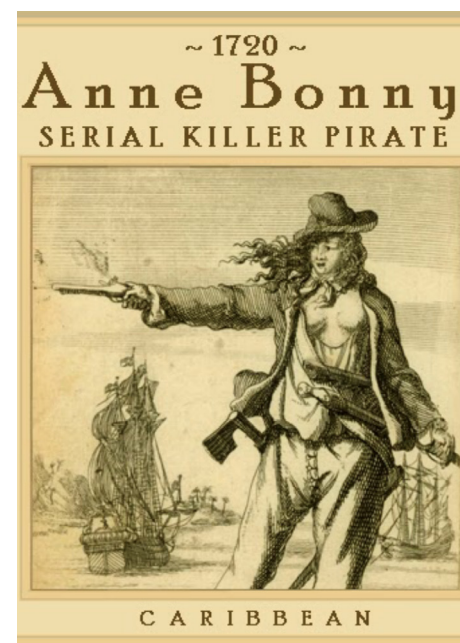
its cover, or a person on our own impressions and bias?" Busy people make fast judgements all the time, especially about other people, without knowing context. People's behaviour is often influenced by sudden temporary circumstances and may not reflect their core values.

Current times are tough for many. Let's give people more slack to weather the storm. Let's allow more time to reflect if our own judgements and decisions about people are fair. Let's create more time to get to know people and who they really are by asking more questions. A useful start can be to undertake a brief free online analysis of our own personal traits. That's helped me greatly. My family story ends with Anne being pardoned by the Governor to have a child and become a good mother. By helping others, we help ourselves.

Clive is trained by UK Gov in Background Personnel Vetting and prevents IP piracy.

For more on Clive's genealogy story see emmacox.co.uk/guest-blog-my-family-story-by-clive-bonny/

From Strategic Management Partners, Clive Bonny Clive@consult-smp.com



You're never too old for Rock Pooling!



More used to working in an office and at a screen, members of the Sussex Wildlife Trust Fundraising and Communications Team were delighted to spend an afternoon at Ovingdean beach with Wild Coast Sussex Project Manager Nikki Hills, to learn more about marine conservation with an afternoon on the

beach.

We took part in a beach clean and some rock pooling, finding an array of magnificent creatures including Devil Crab, Limpets and Barnacles. Find out more about our findings sussexwildlifetrust.org.uk/news/beach-clean-rockpools-and-mermaids-purses

We also took part in the citizen science project with the Shark Trust searching for Mermaids Purses, recording our shark and ray eggcase findings at www.sharktrust.org/great-eggcase-hunt, which helps identify which species are breeding in Sussex waters. One we spotted, the egg case from the Small-spotted Catshark is also called Huss. We learnt the Huss, or Rock Salmon you find in fish and chip shops is not a fish at all, it is a shark! Therefore it is not sustainable, and should be avoided.

It made such a positive difference to be outside, breathing the sea air and connecting with the landscape around us.

If you would like to arrange a similar afternoon with your team please get in touch.

LouiseCollins@sussexwt.org.uk

Introducing Wildwood Plus: delivering more for your marketing budget



Wildwood has evolved. With over 28 years' experience offering a range of bespoke marketing services, we've refreshed our brand to reflect the range of content creation and management services we provide in addition to award-winning PR campaigns.

Wildwood CEO Tanya Houston comments:

"The fast-moving digital landscape is driving companies and organisations to engage and interact with their audiences in new and exciting ways. We have fully embraced this evolution, creating innovative video, audio and animation for the social, web and direct marketing campaigns run by our clients to support the PR services we also provide. Moving from Wildwood PR to Wildwood Plus describes more accurately what we do and how we can be an effective 'one-stop' shop for our clients' marketing needs."

Wildwood Plus develops campaigns that not only make an immediate impact in the short-term but will also bring long-term benefits to businesses.

Wildwood Plus offers:

PR Expertise

Our team connects creative thinking and media knowledge to build fully integrated PR campaigns that reach your varied target audiences. We get right under the skin of your brand, using our insights and experience to build intelligent, strategic and people-focused campaigns that deliver real commercial value. Whether it's a bespoke project or a long-term campaign, we create exciting, specialist content that's right for relevant digital and print media channels.

We have great relationships with trade and consumer journalists, and influencers to maximise impact in national, international, consumer, trade and broadcast media.

Digital Marketing

We build, plan and deliver solutions that cut through to reach your digital audiences, from engaging advertising campaigns to website creation and copywriting. We create and schedule relevant, rich content for your social media

platforms, and engage directly with your key stakeholders to help build brand personality and grow your audience.

Impactful Video and Animation

Our film content is carefully developed to engage, excite and inspire audiences. We plan and execute every detail of your production, from the initial creative concept and messaging, through to storyboarding, direction, editing, post-production, and delivery for social, web and online use.

Powerful Podcasts

Podcasts offer a great medium to reach consumer and B2B audiences. We not only create concepts but also manage, script, host, edit and distribute a series that can talk directly to your target audience using audio only and YouTube platforms. Our expertise extends to sponsorship sales and messaging and the provision of detailed analytics, to help you build and grow your audience over time in support of brand and business objectives.

Exciting Events

Wildwood has a successful track record in delivering campaigns for award-winning events. From managing client events and exhibition attendance to growing visitor numbers for international trade shows, driving entries for high-profile award schemes and more, we've worked on events of all shapes and sizes. Whether you need industry insights to help curate inspiring panel discussions or management of an online press conference, then our expert teams can help with all aspects of your event.



Jeff Hayward & Tanya Houston

Get in contact...

Wildwood Plus offers a bespoke, 360o approach to your PR and marketing activities, with the expertise to bring your campaign to life and drive your business goals. To find out more about how we can help elevate your marketing and PR plans in 2023, get in touch with us at info@wildwoodpr.com or call us on 01293 851115.

Upcoming Events

www.gatwickdiamondbusiness.com/events

gdb  **Networking**

Thursday 12th January: 08.30 - 10.00

The gdb Business Breakfast

- Brought to you in partnership with Crawley College and Crawley Town Centre BID, this monthly breakfast will provide a friendly, relaxed and informative environment for local businesses to network and improve their business profile. With a guest speaker and a delicious full English breakfast.
- £17.50 +VAT for gdb Members
- £20.00 +VAT for Non-Members

Thursday 19th January: 08.30 - 14.30

gdb Re-Energise Conference at Stanhill Court Hotel

- Join fellow business owners, directors and managers for the prestigious gdb Conference and a morning filled with infectious motivation and positive powerful messages from our guest speakers.

Friday 27th January: 11.00 - 12.00

gdb January Educational Seminar at Cottesmore Hotel Golf & Country Club

- How to be the Greatest Networker
- This event is free for gdb Members and Non-Member Guests who have purchased a Members Meeting Guest Ticket.

Friday 27th January: 12.00 - 14.30

gdb January Members Meeting hosted by Cottesmore Hotel Golf & Country Club

- Stay connected with the gdb Team and your fellow Members.
- Free for gdb Members
- £25 +VAT for Non-Members

Tuesday 1st February: 08.30 - 10.30

Connected Crawley

- Manor Royal and Crawley Town Centre BIDs, Freedom Works and Gatwick Diamond Business are delighted to invite you to the Connected Crawley collaborative networking event at

The iconic Astral Towers.

- FREE for companies in the Manor Royal and Crawley Town Centre BIDs, and for members of Freedom Works and Gatwick Diamond Business.

Thursday 9th February: 08.30 - 10.00

The gdb Business Breakfast

- Brought to you in partnership with Crawley College and Crawley Town Centre BID, this monthly breakfast will provide a friendly, relaxed and informative environment for local businesses to network and improve their business profile. With a guest speaker and a delicious full English breakfast.
- £17.50 +VAT for gdb Members
- £20.00 +VAT for Non-Members

Thursday 16th February: 12.00 - 14.30

gdb Networking at Ease at Mannings Heath Golf & Wine Estate

- Network and build a range of business contacts, whilst enjoying a delicious three course lunch at this beautiful estate.
- £37.50 +VAT for gdb Members
- £47.50 +VAT for Non-Members

Friday 24th February: 11.00 - 12.00

gdb February Educational Seminar with NatWest

- Join us at The Create Building for an Economic Briefing with NatWest.
- This event is free for gdb Members and Non-Member Guests who have purchased a Members Meeting Guest Ticket.

Friday 24th February: 12.00 - 14.30

gdb February Members Meeting at The Create Building

- Stay connected with the gdb Team and your fellow Members.
- Free for gdb Members
- £25 +VAT for Non-Members

gdb welcomes new members

Membership of gdb will help you raise your organisation's profile within the Gatwick Diamond and build your business connections.



The 8020 Business Consultancy

Over 80% of your results can be reliably linked to a tight and focused part of what you do. What we call the 20%. Our small and savvy business team have the skills to help you identify what these are and then execute on them.

Our time pressures today are wide ranging, and we can often go from crisis to crisis. Distracted by the urgent, yet rarely that important, means finding

time for the strategic rethink necessary is ever more elusive. Not least because it's hard to know where to start. Recognise this? Give us a call.

www.8020consultancy.com



EBISS

EBISS are a specialist logistics organisation, providing worldwide logistic support for events, specialist art shipping services, exhibition stand design, build and installation. Shipping exhibition assets to venues worldwide, setting up ready for events, managing any collateral storage. Their expert events team can design and build new exhibition stands, advise on export and

import paperwork and processes.

EBISS's specialist fine art shipping and art fair services division provides professional, expert handling, packing and international shipping, plus art fair support services including art installation for fine arts, antiquities and more. This all sits alongside their core general A to B freight business.

www.ebiss.co.uk



Lewis Denley

A progressive and forward-thinking solicitors offering bespoke legal advice and solutions to individuals, their families and businesses across the UK. Our intention is to empower our clients to give them the confidence to make accurate decisions now and, in the future, to protect themselves, their wealth, assets, family and financial interests. Our expertise includes

Commercial, Residential and New build properties, Family Law and Private Client services. Combining the latest integrated technology with a team of highly experienced solicitors, who strive to challenge the status quo and remain always on hand to offer help, support and guidance on a variety of legal services.

www.lewisdenley.com



www.lloydhrconsultancy.co.uk

Lloyd HR Consultancy

Whilst we can help with any HR services...just to give you a flavour-we can help with:

- Recruitment - writing job descriptions, sourcing candidates, interviewing, shortlisting, drafting offer letters
- Contracts of employment – drafting all types of contracts
- Staff handbook – big or small – we can help draft the right one for you

- Appraisal
- Disciplinary
- Grievance
- Flexible working
- Maternity, paternity & adoption leave
- Holding those awkward conversations... we have had many!

We have been looking after our clients for over 10 years.



www.metrobankonline.co.uk

Metro Bank

Metro Bank is the first, new high street bank in over 100 years! We revolutionised banking by bringing a client-focused approach that makes banking accessible and convenient. Our stores are open 7 days a week and no appointment is needed; you can literally walk in, open an account and walk out with an active debit card and online banking service fully set up.

As a community bank, we give back to each community where our stores are situated through amazing local causes. We build quality relationships with all customers through our wide range of products and services including personal banking, community banking, mortgages, trust accounts, commercial banking, financing and more.



www.striveav.com

Strive AV

Strive AV is an award-winning AV integrator with a proven track record and strong commitment to providing the very best bespoke AV solutions. Its solid company ethos, collegiality and partnership approach have held Strive AV in good stead over the last 20 years and provided a robust foundation for its HQ and warehouse relocation to Felbridge, Sussex. Evolving with the

developments in AV technology has allowed Strive AV to deliver excellence across education, corporate, health and retail environments. Its primary aim is to provide AV solutions which transform communication and enhance end user's experiences.

**Unlock a world of business opportunities
with Gatwick Diamond Business**

gdb welcomes new members

Membership of gdb will help you raise your organisation's profile within the Gatwick Diamond and build your business connections.



The Sussex and Surrey Institute of Technology

The Sussex and Surrey Institute of Technology is a partnership between Chichester College Group, NESCOL College, University of Brighton and the University of Sussex. The Institute will focus on higher level qualifications in Digital, Advanced Manufacturing & Engineering, Technical Construction and Sustainable Technologies. Opening in September 2023, we will offer

Apprenticeships, Higher Education, professional courses and bespoke programmes.



Tea & Grazing Ltd

Tea & Grazing Ltd is a travelling tea room providing sensational Tea Tasting experiences around Southern England. After 25 years in Tourism and Destination Marketing, Kim Jack-Riley (Founder and a Certified Tea Sommelier), rebranded the family business as a mobile operation in 2022. Along with partner and New York Media and Music legend Mark Riley, these North Laine, Brighton

residents have burst onto the social and business scene with tastings, blending the Heritage traditions of Afternoon Tea with the excitement of exotic flavours and music from around the world. A refreshing alternative for entertaining small social groups or professional teams.

www.teaandgrazing.co.uk



Watch This Sp_ce

Watch This Sp_ce is an award-winning diversity and inclusion company helping people to reimagine the world of work to include everyone. Inclusive teams are proven to be more innovative, more productive and where people feel they can belong. We help you get started on your diversity and inclusion journey with our unique Inclusion Audit which gives you a review of where you are, an

action plan and a roadmap for change. We provide training to help you learn how include everyone. And we help you tell your story to engage and reach wide, diverse audiences. This is Reimagination At Work.

www.watchthisspace.uk



**Young
Epilepsy**

www.youngepilepsy.org.uk

Young Epilepsy

Young Epilepsy is dedicated to standing up for children and young people with epilepsy. We're here for them. It is our job to listen and work with them so they can fulfil their potential. We coordinate research that improves diagnosis and treatments. We campaign for children's rights. We support young people in school and college and provide innovative tools, information, and

practical help for living everyday life.



www.yourcryptocoach.co.uk

Your Crypto Coach

Our aim is to safely and securely make ready every person in the UK for the cryptocurrency and blockchain future. This is being achieved by way of our supportive Crypto Compass Community and also with our Blockchain Basecamp and Smart Contract services. The latter two are aimed at the businesses community and provide the following:

- Blockchain education in 'non-techie, plain English speak'
- Video tutorials and PDF guides

- Regular Blockchain newsletters
 - Monthly webinars
 - Cryptocurrency and NFT coaching
 - Smart Contracts training and implementation
 - Crypto and Blockchain forums
- We are the only blockchain and crypto experts in the area.
- We pride ourselves in providing 'sound, practical and safe' assistance.

Referrals

#goodpeopleknowgoodpeople

We would like to thank the following members for referring gdb to their business contacts:

- Ed Chinn for referring Watch This Sp_{ce}
- Ben Kench for referring Blue Planet Washing Solutions
- Jeff Downs from Quantum Sales for referring The 8020 Business Consultancy

Need to Put Your Company In the Spotlight?
Contact us for excellent advertising rates!
diamondmag@gatwickdiamondbusiness.com

Diamond Listing Directory

Welcome to your Diamond Listing Directory

The gdb member companies listed below have a Diamond Listing in the online gdb Members Directory.

For a full list of gdb members please go to www.gatwickdiamondbusiness.com/68-diamond-listing.html

And contact us to find out how to enhance your listing and raise your profile in **PINK!**

Accounting / Financial Services



Brewin Dolphin

www.brewin.co.uk/gatwick
paul.cannons@brewin.co.uk
01293 661323



Carpenter Box

www.carpenterbox.com
info@carpenterbox.com
01293 227670



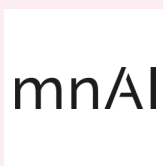
KPMG

home.kpmg/uk/en/home.html
Timothy.Rush@KPMG.co.uk
01293 652000



Kreston Reeves LLP

www.krestonreeves.com
tracy.morrison@krestonreeves.com
01293 776152



mnAI

www.mnai.tech
sales@mnai.tech
020 31516624



Servo Private Wealth

www.servoprivatewealth.com
info@servoprivatewealth.com
01444 715200

Airport / Airline Services



Gatwick Airport Ltd

www.gatwickairport.com
richard.lennard@gatwickairport.com
08443 351802



Delta Air Lines

www.delta.com
02076 600767



jetBlue

www.jetblue.com
maris.kuklis@flyjetblue.eu
07494 749129



Virgin Atlantic Airways Ltd

www.virginatlantic.com
01293 747747

Banking



HSBC UK

www.hsbc.co.uk
sarah.k.milligan@hsbc.com
07717 690813



NatWest

personal.natwest.com/personal.html
Andrew.Kettle@natwest.com
01293 643096

Business Consultants



The 8020 Business Consultancy

www.8020consultancy.com
mcook@8020consultancy.com
08453 887888



The Arora Group

gatwick.arorahotels.com
gatwickreservations@arorainternational.com
01293 530000

Environmental Services



Blue Planet Washing Solutions Ltd

www.blueplanetws.co.uk



The Grand Brighton

www.grandbrighton.co.uk
info@grandbrighton.co.uk
01273 224300



Cleankill Pest Control

www.cleankill.co.uk
enquiries@cleankill.co.uk
02086 685477



Wilton Park

www.wiltonpark.org.uk
enquiries@wiltonpark.org.uk
01903 815020

Food & Drink



Love Water

www.lovewater.com
nick.swan@lovewater.com
03455 200820



Worth School Lettings

worthschool.org.uk/lettings
01342 710200



Nestlé UK Ltd

www.nestle.co.uk/en-gb
02086 863333



First Central

firstcentralgroup.com
jo.harrison@first-central.com
03330 432066

Hotels / Venues / Events



Ashdown Park Hotel & Country Club

www.ashdownpark.com
conference@ashdownpark.com
01342 824988



Plan Insurance Brokers

www.planinsurance.co.uk
marketing@planinsurance.co.uk
02030 045572



Millennium & Copthorne Hotels Plc

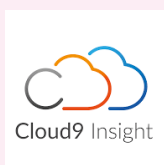
www.millenniumhotels.com
torsten.puck@millenniumhotels.com
01342 348800



Strive AV Ltd

www.striveav.com
toni@striveav.com
01342 778083

IT Services / IT Support



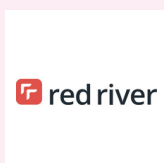
Cloud9 Insight Ltd

www.cloud9insight.com
accounts@cloud9insight.com
01273 921510



Extech Cloud

extechcloud.com
info@extech.co.uk
01444 443200



Red River Software Ltd

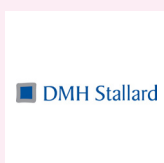
www.river.red
info@river.red
08448 802357



Vazon Technology

www.vazontech.co.uk
info@vazontech.co.uk
07880 728209

Legal Services



DMH Stallard LLP

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enquiries@dmhstallard.com
01293 605000



HCB Legal Limited

www.hcbgroup.com
victoriahazell@hcbgroup.com
01293 602892



Irwin Mitchell

www.irwinmitchell.com
Lee.Harding@irwinmitchell.com
01293 742700



Lewis Denley

lewisdenley.com
lauren.gardiner@lewisdenley.com
01403 456430



Loch Employment Law Ltd

www.lochassociates.co.uk
marketing@lochassociates.co.uk
02036 675400



Mayo Wynne Baxter

www.mayowynnebaxter.co.uk
info@mayowynnebaxter.co.uk
01273 477071

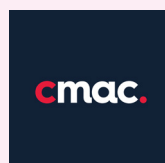
Local Government / Public Sector



Crawley Borough Council

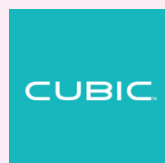
crawley.gov.uk
01293 438000

Logistics / Travel Services



Cmac Group UK Limited

www.cmacgroup.com
paul.wait@cmacgroup.com
03333 580156



Cubic Transportation Systems

www.cubic.com/transportation
krishna.desai@cubic.com
01737 782200



DNA

www.dna2b.com
info@dna2b.com
03333 358585



Gatwick Express

www.gatwickexpress.com
Angie.Doll@gtrailway.com
03458 501530

**ILG**

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info@ilguk.com
08442 648000

Interparcel

uk.interparcel.com
gatwickdbusiness@interparcel.com
03333 000700

Metrobus

www.metrobus.co.uk
kevin.carey@metrobus.co.uk
01293 449191

Manufacturing / Engineering
Commтел Ltd

commтел-uk.com
sales@telguard.co.uk
01306 710120

Pentagon Plastics Ltd

www.pentagonplastics.co.uk
sales@pentagonplasitcs.co.uk
01403 264397

Sub-Cool-FM Ltd

www.sub-cool-fm.co.uk
hello@sub-cool-fm.co.uk
01293 223044

Marketing / Media / PR
Clive Wilson Marketing

www.clivewilson.com
hello@clivewilson.com
07843 259166

Scaramanga Agency

scaramanga.agency
info@scaramanga.agency
02033 713295

Elekta

www.elekta.com
Crawley.Accounts@elekta.com
01293 654378

Varian Medical Systems UK Ltd

www.varian.com/en-gb
steve.pullen@varian.com
01293 601200

Welland Medical

wellandmedical.com
SamJackson@WellandMedical.com
01293 615455

Bluelite Graphics Ltd

bluelite.co.uk
info@bluelitegraphics.com
01444 232366

Office Services
Benchmark Reprographics Ltd

www.benchmarkrepro.co.uk
olliehall@benchmarkrepro.co.uk
01293 922500

Regency Grove Communications Ltd

www.rgcltd.co.uk
enquiries@rgcltd.co.uk
03300 022222

SOS Systems Ltd

www.sosystems.co.uk
info@sosystems.co.uk
01293 562525

Property / Planning Services



Knights Estate Agents

www.knightsproperty.co.uk
info@knightsproperty.co.uk
01293 855355



Thakeham Group

thakeham.com
info@thakeham.com
01403 787300

Training / Education



Chichester College Group

www.chichestercollegigroup.ac.uk
info@chichester.ac.uk
01243 786321



East Surrey College

www.esc.ac.uk
employerservices@esc.ac.uk
01737 788316



Emergency Services Training and Resilience Ltd

www.emstar.biz
info@emstar.biz
02085 221853



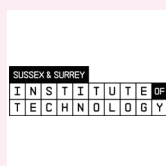
Rewards Training

www.rewardstraining.co.uk
enquiries@rewardstraining.co.uk
01293 562651



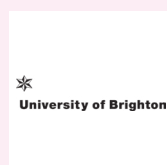
Roffey Park

www.roffeypark.com
enquiries@roffeypark.ac.uk
01293 854020



Sussex & Surrey Institute of Technology

01293 442213



University of Brighton

www.brighton.ac.uk/business-services/index.aspx
enterprise@brighton.ac.uk
01273 641039



University of Sussex

www.sussex.ac.uk
information@sussex.ac.uk
01273 606755

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